

KanCare Oversight Committee Testimony

Nov. 18, 2016

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Residential changes: Residential Providers were given notice on 9/26/16 to have information turned in to MCO's by 10/17/16. This required hours of gathering information, 3 MCO's, 3 separate due dates, and NO MAILING ADDRESSES! (requiring approx. 50 pages of information)

- **9/21/16 notice of state policy changes, EFFECTIVE DATE OF CHANGE 9/1/16!!**
- **Reduction in Residential Services to individuals already in residential services.**
- **Residential staff is concerned they will lose their jobs, or have a decrease in pay, staff matters.**
- **A Residential agency closed in Johnson County due to residential billing changes, the first of many to come.....**
MCO's
- **Still having billing issues after 3 years.....we continue to chase our payments, we had to hire someone to chase down our payments.**
- **MCO's fax authorizations to our fax #, 24 hours per day, we sometimes get 12 copies of the same authorization. Wasteful use of paper and ink.....**
- **Wasteful use of money: We had one individual that had 3 Sunflower care coordinators working with her.....THIS IS SAVING MONEY?????**
- **MCO's are duplicating everything that Targeted Case Managers do, MCO care coordinators change often, they do their own individualized service plan, but ours is mandated by Article 63, another waste of time.**
- **MCO's are reducing in home support hours – BUT.....WILL NOT LET THE PARENTS SEE HOW THEY FIGURED THE HOURS. HOW IS THIS OK, IS IT NOT THE RIGHT OF THE PARENT TO SEE HOW HOURS ARE DETERMINED?????**
- **APPEALS FOR REDUCTION IN HOURS: We have families that are going through the appeals process, time consuming, waste of time and energy, "fair hearing is anything but that", we have not yet had a family get their appeal granted and approved to get their in home support hours back. MCO'S ARE FOR PROFIT, REDUCING HOURS, MAKING MONEY OFF THE BACKS OF INDIVIDUALS WITH DISABILITIES.**

FOOD STAMPS

- **WHO HERE IN THIS ROOM COULD LIVE OFF OF \$737 PER MONTH? THIS AMOUNT IS FOR RENT, FOOD, UTILITIES, TRANSPORTATION, AND OTHER NEEDED PERSONAL ITEMS???? NO ONE CAN.....INDIVIDUALS ARE LOSING THEIR FOOD STAMPS, DUE TO AGENCIES BEING "FOR PROFIT", SO THE AGENCY IS SUPPOSED TO PAY FOR THE INDIVIDUALS FOOD ALSO? It seems ironic that the state is singling out "for profit agencies", yet, the whole Medicaid system now is run by "for profit" insurance companies. No local access to assistance, discrimination????**
- **4% RATE CUT: WHO HERE IN THIS ROOM HAS TAKEN A 4% RATE CUT, WITH LITTLE OR NO WARNING????**
- **After serving individuals with disabilities for 25 years, I find this system to be disgraceful to our population, these individuals need all the help we can give them, not how much we can take away from them.....**